



Program Services Coordinator - Tour Leader/Guide Coordinator

International Travel Agency!

Job Information

Hiring Company

Grand Circle Corporation (Japan) Y.K.

Subsidiary

Grand Circle Corporation

Job ID

1565723

Industry

Tourism

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

(Almost) All Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 5 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Holidays

18 days minimum

Refreshed

December 26th, 2025 14:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Grand Circle Corporation is the largest U.S. direct marketer of international travel for North Americans aged 50-plus and has

served 1 million travelers since 1958. Our business goal is to be the world leader in international travel, adventure and discovery.

Grand Circle Corporation is currently seeking candidates for the following position:

Program services Coordinator based in TOKYO

The successful candidate will be responsible for handling relations with tour guides, resolving quality issues, preparing guides for their work with the tour groups before, during, and after tours in pursuit of our company's excellence goals.

Responsibilities include:

- Preparing all materials necessary for Tour Guides prior to the tour
- Resolve quality issues related to trip leaders and their ability to execute the itinerary and features included in the trip program(s)
- Prescreening for hiring Tour Guides
- Handling relations with Tour Guides (assigning/changing tour schedules)
- Managing administrative tasks such as: signing and filing all agreements and timesheets, preparing all Group documents, reviewing all Group and Guide travel expenses, collecting and filing all end-of-trip documents
- Data entry and database management to ensure accuracy of company systems
- Coordinating logistics for Tour Guide hiring, training trips, and business meetings
- Interact with travelers on-site as necessary
- Offer emergency support for tour guides

What we offer:

- Competitive salary package
- Vacation days per year + 3 personal days from the company
- Reimbursement of public transport with yearly max cap
- Incentive Bonus based on targeted results
- Merit increase based on performance
- Personal and Professional Growth – Available on request
- Milestone Bonus + Travel certificate for every next 5th anniversary of employment at GCC
- Associate Deals – WORLDWIDE GC Tour packages available to associates at discounted prices
- Referral Bonus
- Full training program on-site
- Unique Corporate Culture (Team building, Community Work, Corporate Events)
- Working as part of an international team (exposure to colleagues in worldwide offices).
- Great opportunity to learn about all aspects of the travel business and build your career

*All benefits are applicable at company discretion

Required Skills

Requirements:

- 2+ years' experience in the Travel & Tourism business especially leading tours preferred
- Fluent English written and spoken (Company official language is English)
- Native to Professional written and spoken Japanese ability
- Proficient with Microsoft Office package (especially Excel)
- Strong People Skills & Customer Care Oriented
- Self-starter who is able meet deadlines and prioritize
- Demonstrated success in making tough decisions and taking risks
- Ability to travel as necessary to support guides and/or travelers
- Passion for travel

We will contact only those candidates who fulfill requirements above.

By applying to this ad, you will give the Grand Circle your consent for processing your data in the recruitment process. The data collected in the process of recruitment is in accordance with GDPR policies. Personal data of the Grand Circle and without your express consent cannot be used for any other purposes.

Company Description